

Infinisource provides all Flexible Spending Account (FSA) and Health Reimbursement Arrangement (HRA) participants with an online portal that provides anytime access to view and manage account information. One of the many features available is the capability to review your account claim information.

## Claims

To view your balance, follow these steps:

1. Navigate to the [Infinisource login page](#).
2. Enter your Username and Password. First time users will login using lower case first initial, last name and last four digits of your Social Security Number as both Username and Password.

### Login

**Existing User?**  
Login to your account

Username  [Forgot Username?](#)

Password  [Forgot Password?](#)

The Claims page provides you with a complete view of all your claims from all account on one page. The page displays your account, claim status, receipt status, claim summary level and details of your claim. Click on any claim to view details.

Home
Accounts
Profile
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Dashboard
I Want to... ▼

**Account Summary**

Account Activity

**Claims** ←

Payments

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**Account** Reset All

All Accounts

01/01/2014 - 12/31/2014

FSA Healthcare

01/01/2013 - 12/31/2013

FSA Healthcare

Health Reimbursement

More Options ▼

**Claim Status**

All Claim Statuses

Denied

Paid

More Options ▼

**Receipt Status**

All Receipt Statuses

! Needed

New Needed

Received

### Accounts / Claims

Date of Service ▼	Account	Merchant/Provider	Claim Status	Amount
06/15/2014	FSA Healthcare	-	Denied	\$30.00 !
06/15/2014	FSA Healthcare	-	Denied	\$30.00
01/01/2014	FSA Healthcare	-	Paid to Provider	\$30.00
01/01/2014	FSA Healthcare	-	Paid	\$10.00
01/01/2014	FSA Healthcare	-	Paid	\$0.01
01/01/2014	FSA Healthcare	-	Paid	\$1.00

Detail view of a claim

06/15/2014	FSA Healthcare	-	Denied	\$30.00
01/01/2014	FSA Healthcare	-	Paid to Provider	\$30.00
<b>Claim Details</b>				
Claim Number: ABC123140307C0000101		Date(s) of Service: 01/01/2014		
Recipient: -		Paid: \$30.00		
Payee: Sample				
Provider Account Number: 4A3377				
Address: 123 Sample Sample, ID 49000				
Source: Administrator				
Receipt Status: Received				
<a href="#">Upload Receipt(s)</a>		<a href="#">View Confirmation</a>		
01/01/2014	FSA Healthcare	-	Paid	\$10.00

Profile    Statements & Notifications    Tools & Support    Dashboard

## Accounts / Claims

Headers are sortable.

Date of Service ▾	Account	Merchant/Provider	Claim Status	Amount
03/01/2015	Flex Spending	-	Hold	\$230.69
02/28/2015	HRA	Dr Smith	Pending Receipt	\$20.00 !
02/15/2015	Flex Spending	-	Denied	\$16.25 !
<b>Claim Details</b>				
Claim Number: just2150305C0000101		Date(s) of Service: 02/15/2015		
Recipient: Tracey Zima		Denied: \$16.25		
Payee: Tracey Zima				
Source: Administrator				
Receipt Status: New Needed				
<a href="#">Upload Receipt(s)</a>		<a href="#">View Confirmation</a>		
06/04/2014	Flex Spending	Stillwater Medical Group	Paid	\$25.00

Expanded claim details.

**Receipt Status**

- All Receipt Statuses
- ! Needed
- Required
- Overdue
- New Needed
- Not Needed
- Received
- Uploaded
- Less Options ▲

10/03/2013	Medical Flex	\$
10/01/2013	Medical Flex	T
09/23/2013	Medical Flex	T
09/21/2013	Medical Flex	T
08/03/2013	Medical Flex	-
08/01/2013	Medical Flex	-
08/01/2013	Medical Flex	-

**Dynamic filter options.**

Sort claims by dynamic filter options

**Note:** Click the **Receipts Needed** link from the message center on your home page to display the claims page and filter by Needed receipt status.

You can see when a receipt is needed from this page and click on the link to upload and view receipts.

01/01/2014	FSA Healthcare	-	Paid to Provider	\$30.00
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**Claim Details**

Claim Number: ABC123140307C0000101      Date(s) of Service: 01/01/2014  
 Recipient: -      Paid: \$30.00  
 Payee: Sample  
 Provider Account Number: 4A3377  
 Address: 123 Sample  
                   Sample, ID 49000  
 Source: Administrator  
 Receipt Status: Received

[Upload Receipt\(s\)](#)      [View Confirmation](#)

Remember, you can now **go mobile** by using your smart phone to access:

- FSA Account balances
- Submit claims for reimbursement
- Send receipts using a mobile device's camera
- Configure alerts via text message



Easily check your information now using an iPhone, iPod Touch, iPad or Android-powered device.